**Application Support**

[Your Company Name] is searching for a skilled and dedicated Application Support professional to join our IT team. This role is crucial for ensuring the smooth operation and reliability of our software applications, providing essential support to our users, and maintaining high levels of service quality.

**Title:** Application Support Specialist

**Location:** [Insert Location or specify if remote]

**Key Responsibilities:**

1. **User Support and Issue Resolution**: Provide timely and practical support to users, diagnosing and resolving issues with software applications.
2. **Application Monitoring and Maintenance**: Monitor application performance, perform regular maintenance, and apply updates and patches to ensure optimal functioning and security.
3. **Troubleshooting and Problem-Solving**: Identify, analyse, and resolve complex application issues, utilising diagnostic tools and techniques.
4. **Documentation and Knowledge Base Maintenance**: Maintain detailed documentation of application configurations, support procedures, and frequently encountered issues to enhance the knowledge base.
5. **Collaboration and Continuous Improvement**: Collaborate with development and QA teams to report bugs, suggest improvements, and ensure that support considerations are integrated into the software development lifecycle.

**About You:**

* Bachelor’s degree in Computer Science, Information Technology, or a related field.
* [Insert number, e.g., 2-3+] years of experience in application, IT, or related technical support roles.
* Strong understanding of software applications, databases, and technology infrastructure.
* Excellent problem-solving skills and the ability to diagnose and resolve technical issues. •
* Proficient in SQL and experience with at least one programming or scripting language (e.g., Python, Java).
* Strong communication skills and the ability to explain technical concepts to non-technical users.
* Relevant certifications (e.g., ITIL, Microsoft Certified: Dynamics 365 Fundamentals) are a plus.

**Why [Your Company Name]?** [Insert information about your company’s commitment to technology excellence, the supportive and collaborative work culture, opportunities for career development, competitive benefits, and what makes your company a great workplace.]

**Application Process:** [Insert application details, including how to apply, contact information, and any specific application instructions or documents required, such as a resume, cover letter, or examples of troubleshooting documentation.]

[Your Company Name] is an equal-opportunity employer committed to diversity and inclusion. We are excited to welcome an Application Support Specialist passionate about providing exceptional support and contributing to our technology-driven success.